

2019 Staff IT Satisfaction Survey Overall Findings



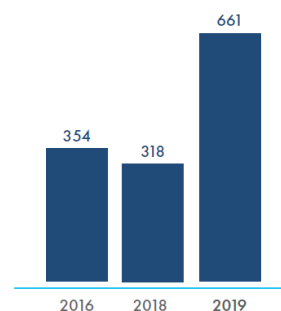
INFORMATION SERVICES

ICT Customer Services and Support

2019 Staff IT Satisfaction Survey - Overall Findings

During the first semester of Academic Year 19-20, Information Services released our third survey to staff inviting feedback to help the Directorate improve the services and support we offer, previous years of analysis were 2016 and 2018.

The feedback received was anonymous, confidential and used solely for the purposes of continuous service improvement. This report provides a statistical summary of the 2019 responses, related comments from staff, as well as recommendations in each section showing collective plans Information Services have made as a result. Also included are some comparison statistics against our previous 2018 survey, where applicable these are usually shown in brackets.



All sections were rich in qualitative feedback. Specific comments have been shared with service owners who have added to our responses tables in order to present combined actions for continual service improvements, these are shown at the end of each section. A brief summary has been provided under each theme of the survey, see shaded text boxes.

In order to summarise statistical analysis, we have grouped Highly dissatisfied and Dissatisfied as **Less than satisfied** and Satisfied and Highly satisfied as **Satisfied**.

Feedback helps

As part of the Professional Services portfolio, Information Services always strive to add value to the University. We value comments and wish to advise that feedback has directly assisted us to shape and enhance aspects of our services. We place customers as our focus and our recent restructure and associated strategies are aimed at reinforcing that intention.

As an added incentive to take part, colleagues were invited to provide their email address if they wished to take part in a prize draw for a Surface Go, this was won by Tracy Smith-Wright from our Greater Belfast Development team.

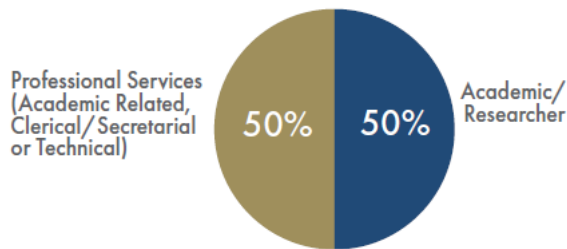
Next Steps

Survey feedback allows us to benchmark our services while looking for areas of improvement. ISD will carry out recommendations and actions as outlined in the report. Our overall objective is to ensure our staff and students have the ability to utilise effective IT resources to carry out their duties and studies, we need to measure and monitor performance to ensure we succeed, comments are always welcome at any time of the year.

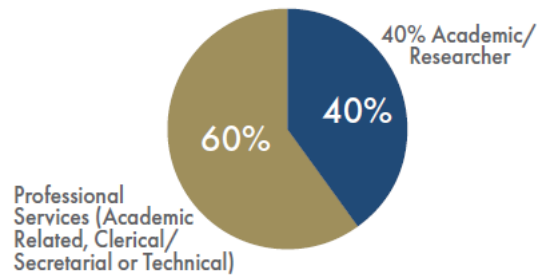
Ann McSherry
Head of ICT Customer Services & Support
22 May 2020

SURVEY DEMOGRAPHICS

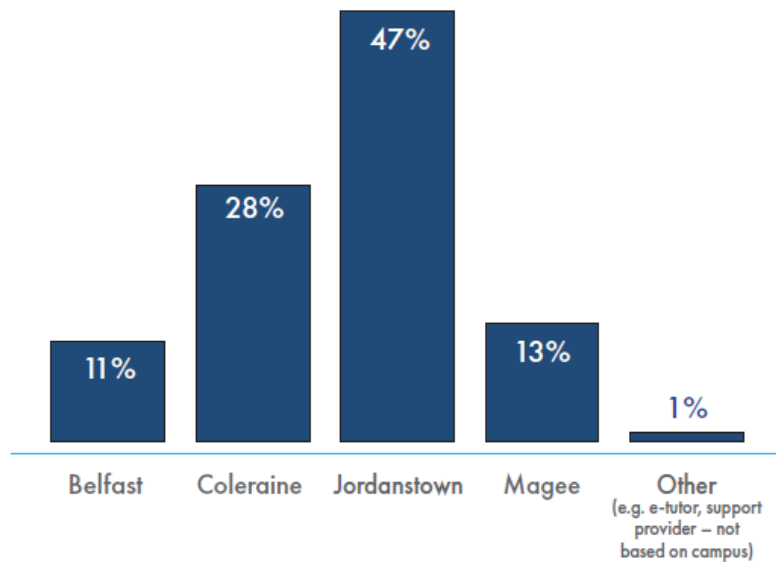
Are you a Faculty or Professional Services member of staff?



What category of staff member are you?



Which campus are you based on?



By comparison with our 2018 survey, we were pleased to have over doubled our overall respondents from 318 to 661. This was due to increasing the survey incentive from a £50 Marks and Spencer voucher to a Surface Pro device. It should be noted that for purposes of benchmarking, overall percentages this year equate to a higher number of respondents due to the increase in returns.

Faculty responses reduced by 2% to 50%, with a related 2% increase in Professional Services. Business Support also reduced by 4%, increasing by same number in Academic/Researcher staff group.

We noted an increase in all campus respondents except Coleraine which reduced from 34% to 28%. “Other” remained the same at 1%.

STAFF DESKTOP SERVICES

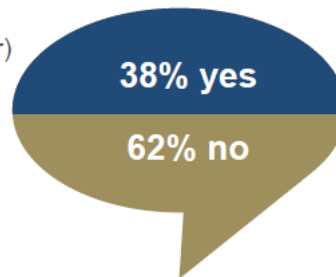
Compared to the 2018 survey, those who advised they used an SSE or Jamf Pro enabled device reduced by 3%. Even though these acronyms are described in the survey, it is assumed some staff may not read or fully understand this question.

68% (down from 69%) of the 291 Windows SSE respondents advised they were satisfied with the service, 12% (13%) were less than satisfied and 20% (18%) neutral.

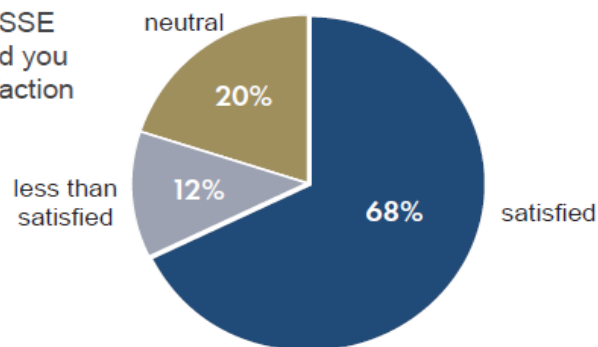
Of the 41 Apple Mac Jamf Pro users who responded, 44% (up from 22%) advised they were satisfied with the service, 32% were less than satisfied (48%) and 24% neutral (30%). After our last survey feedback, we reviewed our Apple Mac Jamf Pro service including business processes in order to increase satisfaction in this area, so this result reflects that work.

The procurement of both Windows and in particular Mac devices still remains outside the control of ISD, some comments received expose this business process.

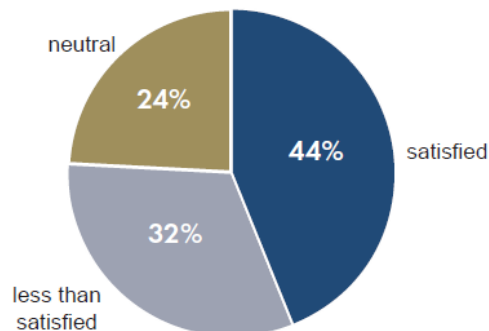
Do you use an SSE or Jamf Pro (formerly Casper) enabled workstation?



If you use a Windows SSE workstation, how would you rate your overall satisfaction of this service?



If you use an Apple Mac workstation managed with Jamf Pro (formerly Casper), how would you rate your overall satisfaction of this service?



A sample of comments on satisfaction of the Windows SSE service

Too restricted and makes using Windows very dissatisfying

I understand the necessity of controlling workstations, but the level of restrictions makes the PC harder to use. Making small changes requires ISD intervention which puts more pressure on already over-stretched ISD staff. Benefits of SSE, such as remote access, seems to be patchy too.

Very happy with how it all works, never had any problems

Locked down and unusable

I would like more flexibility in downloading basic free software from the web to support my work.

Mostly ok except Windows updates seem to stall at configuring stage.

Greatly improved as Windows 10 matures. Some problems with deploying images to some pieces of hardware and a highly responsive team willing to resolve.

Its slow to start up - that may be the desktop. having to log in multiple times for the portal / purchasing etc though that's got a bit better recently

Any queries or jobs raised on UniDesk are dealt with promptly and efficiently.

I needed my machine configured slightly to install various software. ISD support have been more than helpful.

It is a pain when I can't download software but ISD staff are always efficient and willing to help with downloads.

Documents are more secure and easily accessed from other workstations.

Basic services generally work. I hate the link to the phone system. It frequently drops and reconnects, and I have never seen a less intuitive menu than with the phone and the Skype for Business integration. Interminable software upgrades can also be annoying, particularly when they are often seem to be pitched for a Friday afternoon (this may be just in my head) or other times during the working day. Is it possible to have them done in the evening?

The lack of local administrative privileges on my machine frequently creates a bottleneck since I can't change basic Windows settings, install software, or use my personal mouse and keyboard without enlisting professional support to enter admin credentials.

Overall performance is very slow. Query on problem with IT lodged with Helpdesk was rejected and I was advised to contact faculty team, faculty team are extremely under-staffed.

The system works well in conjunction with Faculty IT Technicians

We recently had our workstations replaced and upgraded to Windows 10 - prior to this the workstations were incredibly slow and this was really frustrating and impacted on our workflow and output.

I needed to upgrade hardware to enable the SSE. A bit of on-the-job new learning regarding cloud systems, still sub-optimal

Terribly slow

Super helpful

Some packages take a while to load - Word in particular - despite it being a brand new workstation

There isn't enough staff to deal with all of the IT issues.

A sample of comments on satisfaction of the Jamf Pro service

Does not allow me to print to the multifunction devices. Also slows down my machine.

No support as yet, instruction steps were inadequate.

Seems to hinder the working and storage capacity of the MacBook Pro

Seems prone to bugs e.g. sometimes need to switch everything off and then on again

Use of MFD is still fairly erratic, with random print jobs failing their encoding.

Can make the machine lag.
Not great when something goes wrong or an update you still need a bit professional and our faculty has just lost ours
Slow, cumbersome, and memory hog.
Having to contact ISD to get printers added and to download software isn't easy

Information Services responses and recommendations	Target date
<p>The rollout of Windows 10 SSE has not progressed as quickly as hoped. Recent developments and further work to complete this task is planned although disadvantaged with lockdown restrictions. Deployments will be project managed within ISD with leads for Windows 10 and Multi Factor Authentication remaining in ICTCS&S.</p> <p>Some feedback referred to older hardware and in particular Windows 7, it is anticipated deployment above will address most of these comments.</p> <p>Every year, comments are received regarding speed. Age of machine, user behaviour, multiple processes are just some factors that can attribute to slowness.</p> <p>Review of all business processes planned and reinforcement of their use. A full training plan with staff in new or matched roles is planned for ICT Customer Support colleagues including Faculty colleagues joining the team.</p>	<p>End Summer 2020</p> <p>-</p> <p>March 2021</p>

Learning, Teaching and Meeting Room IT Facilities

Facilities in this question are grouped into three areas: workstations, projection and technologies.

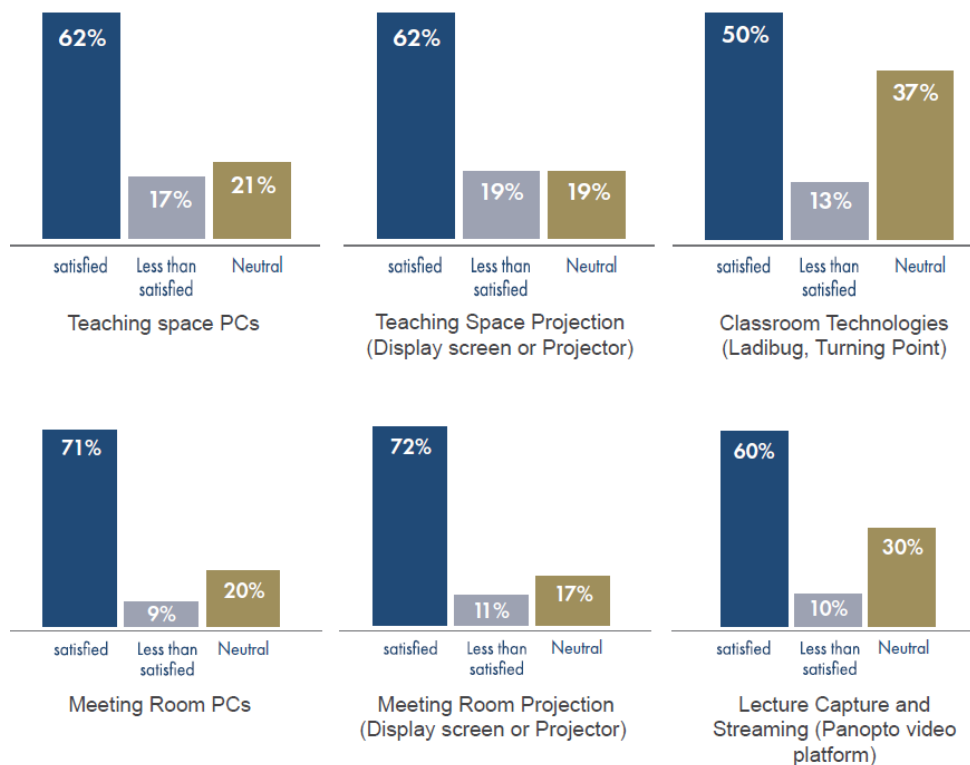
Projection satisfaction has remained the same at 62% satisfied in Classrooms (378 replies), it has however increased slightly to 72% with respect to Meeting rooms (68%). An additional 100 responses were received for Meeting Spaces as opposed to Not Applicable (N/A), highlighting heavier usage in these rooms by respondents.

Both Teaching Space and Meeting Room workstations both have 63% satisfaction rates, down from 64% and 69% respectively, however the decrease can perhaps be attributed to an increase in N/A responses which may suggest an uptake in bring your own device.

A planned reduction of refurbishment within the Jordanstown campus seems to have been a factor in the above satisfaction as comments received explicitly highlight lower quality rooms at that campus. Since this survey, we have refurbished 20 teaching spaces due to GBD delays and planned investment in enhancing spaces ahead of handover dates.

For Classroom technologies, it remains the case that a reduced number of staff answered, which suggests there are still a high number just using standard facilities in our spaces. 254 staff responded as having used or experienced Classroom Technologies such as Ladibug and Turning Point with 50% (down from 51%) satisfied. Regarding Lecture Capture and Streaming, 60% were satisfied which is a positive increase from 48%. A high rate of 30% selected neutral which may suggest they are still new to the technology or have not fully embraced it yet.

Please rate any of the following services you have used or experienced.



A sample of comments for Learning, Teaching and Meeting Room IT Facilities

PCs in teaching rooms are very slow - and I often lose teaching time as I wait for them to load and open files. As a result I use my own laptop.

Not really an IT issue but it is really annoying when other members of staff pull all the leads out to plug in laptops and then leave the next member of staff to try to reassemble the lecture room again- when there is only a five min overlap in use of rooms this takes up a good deal of the time at the start of a lecture. Also students are finding it very difficult to log into quickly on their mobiles

Too many meeting rooms have long term issues that are not addressed. Too many ways to link to projectors/screens

The ability to connect wirelessly to the projector in teaching space and meeting rooms would be very useful.

Never heard of LadiBug or Turning point before. At the start of the semester its like a lottery whether the room you are in will have an up to date working PC and a functional projector. I'd say well over 50% of the time there are issues on the first day of term with equipment not working. If this problem has persisted for years why is nothing done, surely there should be a couple weeks of preparation before a new semester starts whereby IT goes and checks the PCs and projectors in teaching spaces.

Sometimes there are no HDMI connection leads, which I presume is because people steal them, so short of nailing down leads, there's probably no solution. Sometimes the laptop connection doesn't work and I have to connect through the PC connection instead. But I am very happy in general

ISD needs to take into account the room layout when installing new technology. For example, new PC stations were installed in BA-00-021/22, removing the possibility for teaching staff to sit down. That's not acceptable. It took me nearly 5 weeks to get a new high chair installed in these rooms following the ICT refurbish.

Updates over the summer in teaching rooms - checked the room I was teaching in on day one of term and PC not connected properly and projector not working. Difficulty with PC and laptop in a teaching room yesterday - unable to project.

Easy to follow instructions
ICT staff helpful when contacted but that takes time in the middle of teaching to contact them
computers are slow to switch on
audio system often not connected or not working
projected power point/visuals are not that accessible from the back of the room if its v bright

Instructions provided in rooms are inadequate - given variety of equipment, they need to be comprehensive

It doesn't seem as if teaching rooms have been set up in consultation with people that actually teach. The technologies are getting very dated, low resolution projectors, lack of streaming technologies as standard, visualisers that are not ideal for large lecture spaces. The staff team are responsive to problems, which is great, but it wouldn't be hard to improve this situation hugely.

There are not enough Teaching space PCs available at Magee campus since MF218 was given over to exclusive use by CEBE. The pressure on booking MM221 is significant meaning that it is becoming almost impossible for library staff to secure bookings for Library research skills sessions that are requested by lecturers for their students. I have also been put in the embarrassing position of having managed to secure a booking for the teaching space PCs in MM221 and received a confirmation email from room bookings only to discover after a number of weeks that my confirmed booking has been taken off the timetabled slot and been given over to a booking by an academic. I have then had to go back and try to explain to the academic that the booking that I had confirmed with them and with room bookings has been lost. This happened both at the start of Semester 1 2019-2020 and today with a booking that I had organized well in advance for Week 4 of Semester 2. When I queried this practice early in Semester 1 I was told that bookings were not being allocated on a first come first served basis and that Library bookings for single sessions would not be held if a request came in from an academic for multiple sessions. Therefore I am highly dissatisfied at the availability of teaching space PCs at Magee this year and I think this problem needs to be given serious and urgent action to rectify the situation.

DVD drives were removed from all teaching rooms at Coleraine over the summer without I need to show films as part of my teaching and was unable to run my first class of the semester because of this. I now need to bring my own DVD player to class.

Panopto is cumbersome in practical use: contrary to expectations - not straightforward to edit, any changes need to be applied online and as a result are very slow to update/publish after editing. It is not obvious from the interface if it is possible to record the lecture and publish it from a local computer/laptop (without uploading to Panopto).

The facility of the new teaching block of MU is excellent.

During Welcome Week a number of PCs weren't working. When our academics contacted ISD they were told they didn't have time to come down so I was called to try and resolve the issues which I couldn't.

Panopto has been problematic to use with students. Just not as straight forward as Share stream.

Very annoying when in the middle of a PowerPoint Presentation the PC decides to shut down to install updates. Surely this could be done in non-teaching time.

ICTCS&S responses and recommendations	Target date
<p>Responses are below the standard we desire for these facilities, a back to basics approach is planned which includes re-allocation of spaces to support staff giving ownership of areas for preventative maintenance tasks. Given the removal of 1st line duties from support colleagues, this is an example of where resources can be focussed to increase visibility, improve service and provide value to our customers regarding use of our spaces.</p> <p>Some comments especially relating to areas with heavy investment are surprising so we must allow for human error, training need and adhoc issues.</p>	<p>Summer 2020 and ongoing work when back on premise</p>
<p>Increase in 1st line support - Roving support for the first two weeks of term planned to increase visibility and communication with users of our spaces. This will be repeated throughout semester.</p>	<p>TBA when back on premise</p>
<p>Preventative Maintenance - A review of preventative maintenance actions and frequencies has been completed by our new ICT Customer Support Manager in April 2020. Remedial actions and reinforcement of process commenced May 2020 by ICT Customer Support teams.</p> <p>Comments in staff feedback about specific rooms have been noted and it is expected the above work will rectify any issues not already reported by customers to our Service Desk.</p>	<p>Summer 2020</p>
<p>Pro-active promotion - Cross campus promotion of all our technologies is needed which will include:</p> <ul style="list-style-type: none"> • Insight articles including interviews with champion users • 1-to-1 training dates • Timetabling intelligence to pinpoint users of spaces • Specific sessions for staff ahead of GBD move date • Seminars in partnership with Office of Digital Learning (ODL) • Pop up promotions • Roving support 	<p>TBA when back on premise</p>
<p>Projection, sound, focus and quality - ISD are committed to a cyclic replacement programme to improve audio/video quality and usability for Digital Projection and Display facilities.</p> <p>We also encourage users to report issues in specific rooms and we endeavour to include these spaces in the summer refresh even if not due for replacement.</p>	<p>Ongoing</p>

DIGITAL SKILLS TRAINING

This year we changed our title from Classroom Technology Training to Digital Skills Training to highlight the broader portfolio in this service area. We included Office365 apps and LinkedIn Learning alongside Classroom training.

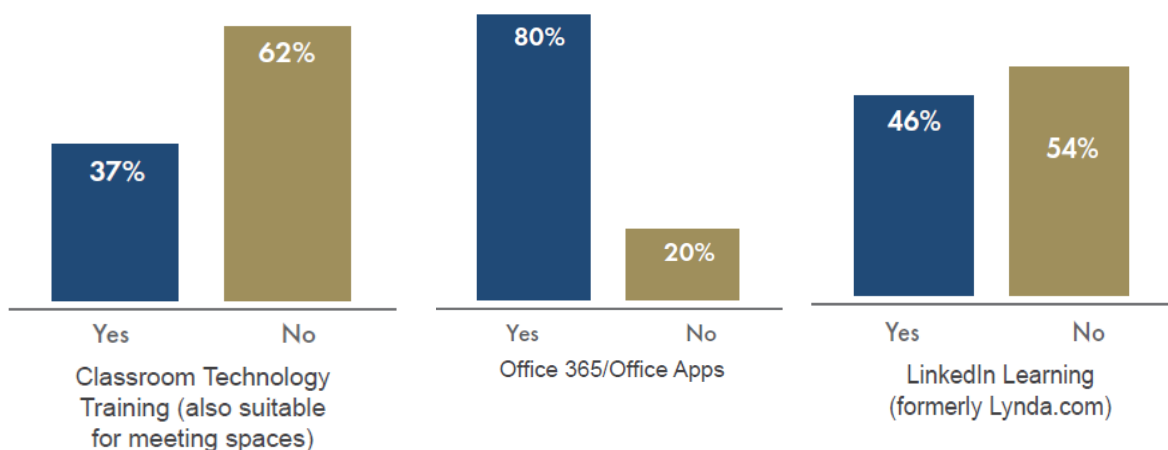
Our first question asked about familiarity and it is evident the majority of staff were aware of our Office 365 app training with 80% of the 661 responding so. This reflects the training calendar managed by our Digital Skills Officer. 80% of the 354 who attended these sessions were satisfied, 15% neutral and 5% dissatisfied.

For our classroom technology training 70% of the 215 who attended found the training satisfactory, 25% neutral and 5% dissatisfied.

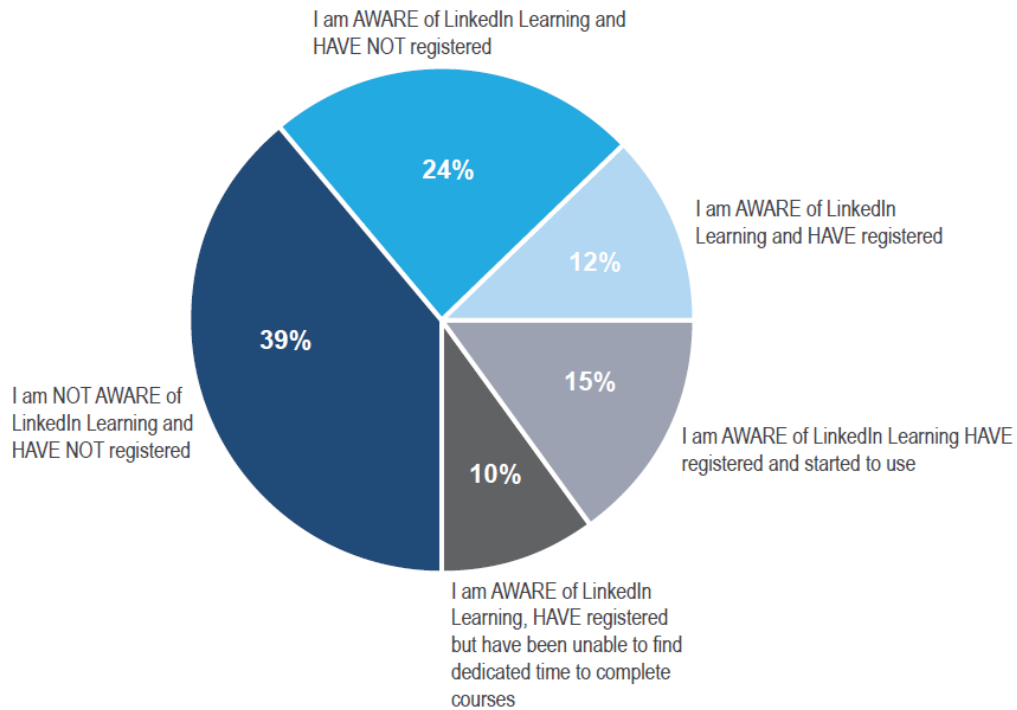
Throughout the year we have been actively promoting our investment in LinkedIn Learning, approximately half of 661 respondents were familiar with LinkedIn Learning platform. However, when describing their status regarding this training, 24% (158 respondents) advised they had not registered, 12% had registered but not started to use, 15% were using and 10% deemed themselves too busy to find time to use.

For those that did use it, a high number of staff, rated their experience as neutral (34%) which may suggest, learning styles of some tend to prefer a hybrid of delivery methods for training. It could also suggest that dedicated time is not set aside to give attention to the online delivery.

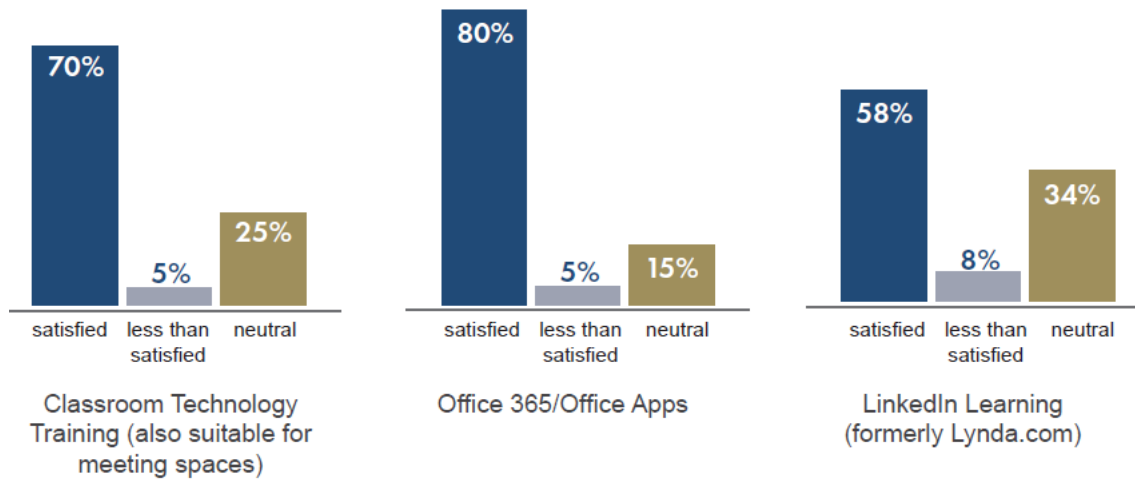
Of the following list of Digital Skills training available to you.
Please tick those you are familiar with:



Regarding LinkedIn Learning, please tick the answer that best describes you



Please rate any of the following Digital Training you have experienced



A sample of comments for Digital Training

I didn't know there was any training available on office 365 apps- that would have been very useful
IT training is usually good
I have never done any of the Digital Training courses, I didn't even know they existed (no communication!)
Use LinkedIn learning all the time since I started. Great for picking up little skills here and there. used it for photography, excel, data analysis etc
Lynda is excellent for introducing initial concepts and vocabulary.
Instructor led training for empirical knowledge share, practical implementation, and standards compliance would assist tremendously.
Tool box talks devolved to local managers for dissemination may assist with promoting themes e.g. cyber security.
I thought LinkedIn learning was automatic in terms of registration as I can click straight through from the portal

I have not had any training on either Office 365 or LinkedIn Learning
I find them useful and although it falls outside this area - I think there should be more encouragement/allowances for line management to work with staff to put together training plans and for staff to have dedicated time to complete the training. At the moment - its on your own time so that can result in people not utilising it.
Office Apps training was very rushed, too basic and not appropriate to my practice. I have got help from other sources when I have had a query.
Other than SharePoint I am not aware of any training being available
I would welcome more
LinkedIn Learning - I find the tutorials quite boring, I think they need to be shorter and explain in more layman terms.
staff always very helpful and responsive
I must admit I don't often avail myself of Digital Skills training.
Classroom training is good
More regular training on Finance software available to all, for professional development reasons
I have worked through several training modules on LinkedIn and would probably refer to it from time to time as a refresher guide.
More Short familiarity sessions please
haven't been able to attend training due to workload
More staff should be proficient in Word and Excel
Good to know the training is available. So far I managed to use Office 365 and class room IT equipment without specialised training.
New technologies like SharePoint are added to Staff PC's but we received no training in how to use this. The system seems to be unreliable!

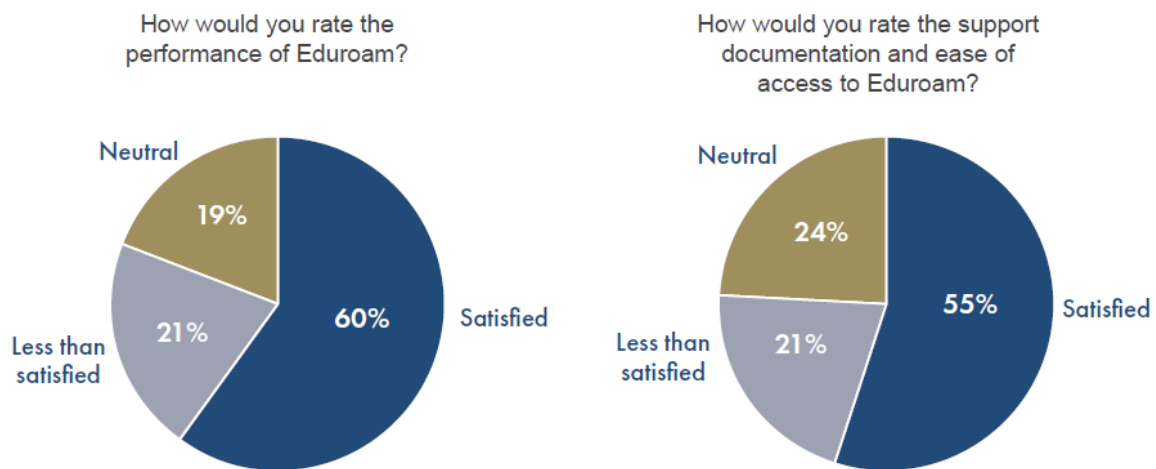
ICTCS&S responses and recommendations	Target date
<p>Mixed responses regarding awareness of our Digital Skills Training. It is evident we need to adjust our communication methods and add resources in this area. It is interesting that a number of staff felt they hadn't the time to attend training or use LinkedIn Learning, this is a necessary culture change and working directly with People and Culture, Faculty School Officers and DFOs will provide numerous benefits to correct any negative assumptions.</p> <p>Over the next year, we will focus on:</p> <ul style="list-style-type: none"> • Improved promotion of our training - ensure all staff, especially non-academic are made aware of training benefits • Proactive approach to targeted training – pursue users of spaces with particular equipment and target them with tailored training. • Learning Champions – expose skill sets of Customer Support team staff with intention of nominating training leads in any forthcoming projects e.g. MS Teams rollout. These leads will also exist our current training resource and increase the number of available staff to assist with our Digital training calendar. • Consistency - the Classroom Technology training provided will be reviewed to ensure the level of quality is consistent across campuses. • LinkedIn promotion – build on increase of registrations and usage due to forced remote working. 	<p>Ongoing Activity</p>

WIRELESS SERVICE

60% of 605 respondents advised they were satisfied with the performance of Eduroam, down slightly by 2%. 19% neutral (up from 15%) and 21% less than satisfied (down from 27%).

With respect to support documentation and ease of access to Eduroam, the satisfaction increased with 55% satisfied, and increase of 4%.

Some comments noted in this section are from Academics on behalf of their student groups. Despite significant investment in wireless infrastructure since our last survey, we always expect a hybrid of personal devices and a range of abilities to self setup. This leads to some confusion and frustration despite offering help at WiFi clinics and encouraging the use of our Service Desk.



A sample of comments for Eduroam wireless service

Don't feel the Eduroam guidance is easy to follow

In some areas within the building, no Wi-Fi or very limited Wi-Fi

Eduroam is patchy and the log in instructions long winded and not straightforward. It completely stopped working for me a number of months and took ISD some time to get me up and running again.

There is a lot of confusion about how to log in on different devices. This is not a seamless experience - especially on older androids such as tablets which can take students/staff members 30+ minutes to figure out with the Eduroam documentation

Seems to be very reliable

Android options for connection can change before the user guides are updated.

It can be a bit hit and miss at times connection wise. I have never looked for any support documentation.

Is there documentation? I have used the Library worksheets for this. Now that I understand it, it is very easy. I had issues on one of the other campuses a while back but it seems to be okay for me now.

I never log on to eduroam - always the staff network

once you find it - documentation is easy to follow

Access is sporadic depending on location

When the eduroam login information changed in September this was not communicated to other relevant departments ie. library. As a front facing department, we are very involved in assisting borrowers access

eduroam. It's disappointing we weren't informed of these changes and even some of the backup documentation was incorrect.

Eduroam finally seems to work. I had problems getting access locally for ages but I guess the Wi-Fi has improved and sorted that out. Cannot really comment on the support documentation as I have not really seen much.

Eduroam represents too steep a learning curve for new students and is very counter-intuitive. At the start of term, classes were disrupted repeatedly because students were unable to connect devices to follow teaching.

I don't used Eduroam myself as I use the staff version but from experience some students find it difficult to sign in. Also visitors to the campus are unable to log on without a sponsor which is a bit of a faff to be honest - could we not provide a code to them to sign in with like other Wi-Fi systems?

Encountered significant difficulties connecting when using Linux based development hardware. Skype calls are prone to poor quality and drop-outs despite standing next to an access point.

I have no issues with Eduroam, but my students often report being unable to get WiFi on the Belfast campus.

When it works it works fine, when it doesn't hook up its frustrating.

The service is extremely poor and it is embarrassing to explain to students why they have to move around in order to get Wi-Fi when they can walk into any coffee shop and connect immediately. This is a place of learning and ought to have a top class service for fee paying students. The documentation is incredibly complicated and usually takes several attempts before you gain access

Very difficult to access at times in JT can easily access in GB Universities

Good service but configuration can be quirky on some devices

Eduroam has got better

LOVE IT!

The support documents are very easy to use, but no matter how many times I follow them, I have trouble getting in. I have never been able to get a machine or phone linked to eduroam without the support staff doing it for me.

Works great the majority of the time

The support document is useful when you find it on the portal however it is often difficult to locate

Think this is a brilliant service and works seamlessly even when offsite at other institutions

Speed is very temperamental with intermittent downtime.

I have devices that appear to work flawlessly at other institutions and yet work intermittently or not at all here at Jordanstown. Problem seems to be particularly acute at NIBEC.

Access has gotten better, but the username situation is horrific.

Why can't it just be the e number, or just the email? My students can't figure out how to connect and I have to coach them through it one on one.

Eduroam is a great development, really happy with it being in business trips. Once WiFi credentials are enabled Eduroam seems work more or less OK (though connection across Jordanstown campus is weak or not stable at times)

Information Services responses and recommendations	Target date
<p>Despite a considerable effort to work with Student Administration and Campus Life on our Welcome to UU activities, there are some who are unaware of the enhanced support for Wireless connectivity at start of each semester in the form of Wireless clinics and roving support.</p> <p>These sessions are for staff and students, we will review communication further.</p>	Ongoing Activity
<p>A review of Eduroam support material is planned as part of wider Website review. This work will be allocated when posts filled as part of ongoing restructure.</p>	AY 2020-21
<p>We will continue to encourage all staff to report any connectivity issues to the Service Desk for investigation.</p>	Ongoing Activity
<p>The Visitor System has been reviewed and ready for approval at Service Management Group.</p>	June 2020

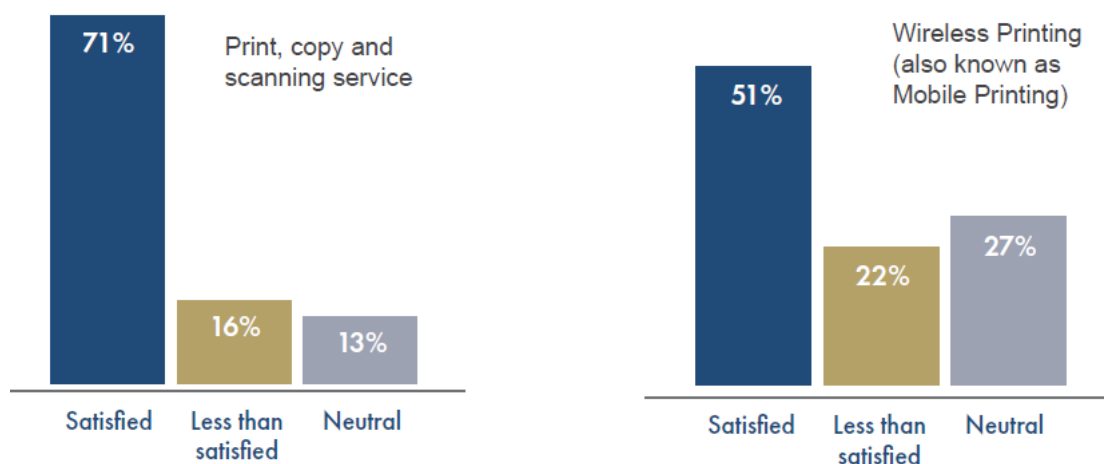
REPROGRAPHICS SERVICES

A high number of staff (347, 53% of the total respondents) selected N/A when asked about Mobile Printing, this mirrors comments last year that staff are either unaware of this service or their work patterns suggest they do not require it. Based on the active responses to the service (314), 51% were satisfied (down from 58% in our last survey).

Overall, satisfaction of the Print, Copy and Scanning service decreased to 76% from 71%.

Significant change is planned in this area with the deployment of a new service including a complete change of MFD equipment fleet, this is due for completion Semester 1 AY 2020-21

Please rate any of the following aspects of our MFD service that you have used



A sample of comments for Reprographic services

I cannot get colour printing to work

Often jammed, out of paper and doesn't retain jobs overnight

I find the large printer/copiers never work for me so I have to use the office specific printers that can be problematic.

It will be good to move to the new MFD machines as the current ones are starting to show their age.

Satisfied but could be better - If printing a large document, MFD 'forgets' after its printed so many pages so you have to break down document into sections to print. Also, location of MFDs aren't convenient.

I've had trouble connecting to the MFD system. it doesn't recognize when I send something to print and just doesn't show up

Never been able to print from my Mac

Works well. I work across all campuses and have no issues

Wireless printing is clunky to use.

the print quality on our office MFD is dreadful but we hope to have a new machine soon. (H313)

Scanning services to email are always down/not linked to the user account. I ended up paying for and downloading a scanning app or scan at home via my home office. Can be very time consuming for multiple page documents.

Can't access MFDs via my desktop or laptop. Nobody seems to be able to help or resolve the issue

These are easy to use on a day to day basis but if the printer breaks it takes a long time to get fixed (Belfast campus experience) as it needs to be contracted out to someone else.

How do I use wireless printing??

Copiers are usually jammed and at times can be difficult to find source of jam. Copy plates can be dirty and machines need to be better maintained

too expensive

Capable machines, but support from Canon not great.

Sometimes when I send a document to print, it is not listed on the MFD when I get there - this can be frustrating

Don't work, out of date and clunky. The whole suite needs a refresh. This has been a big problem for my team while we wait for the CRM Recruit.

Does not work for me as I am Mac based.

I am still struggling to get this working

Devices in X block require updating

As a staff member I am generally satisfied with MFD for my own work, but for students in the Library the service is pretty dreadful - the technology behind print accounts never works properly and again, I think the students cannot believe that an academic institution has such a poor and erratic service. As staff we feel powerless with the system - currently students end up with 2 print accounts? With credit on one and none on another? This has been going on for months now and is not being resolved. We are to get new MFDs after Christmas - we are already anticipating problems with these ...

It's hard to find a device that has toner, paper etc and you end up wasting a lot of time looking for a device that is working 100%

Need to publish a list of the location of printers scanners

Reprographics, both in-house and contracted out, have provided high quality prints in very good time.

Excellent

I don't have access to a printer on the third floor and have to go to the second floor or library. This is frustrating as a wheelchair user.

When it works it great. Sometimes there are printer errors/no paper and it can take a while to get things printed, as have to try another location/go back and get paper.

poor and unreliable

Having a lot of difficulty with new Surface Pro not finding Jordanstown or Belfast printers, even after IT Service help, which goes against the purpose of having a more portable 'tablet' type device.

System does not seem to work with Mac so I still have to use a local printer.

I would suggest that all documents sent to print via mobileprint_j to be printed on both sides of the paper by default.

bewildering and slow

toner is always out. There needs to be a better reporting process

I think easier access to colour printers would be advantageous, I've been caught out too often out of hours being unable to print in colour when I needed to,

If there is no paper in the MFD it should be made clear to the user. At the moment you are only informed of this fact after you select 'print & delete'

Reprographics is good.

very inconvenient. not enough MFD's

MDF printing very slow at the device located closest to me, drops jobs half way through, requiring a resend etc. Scanning service is useful

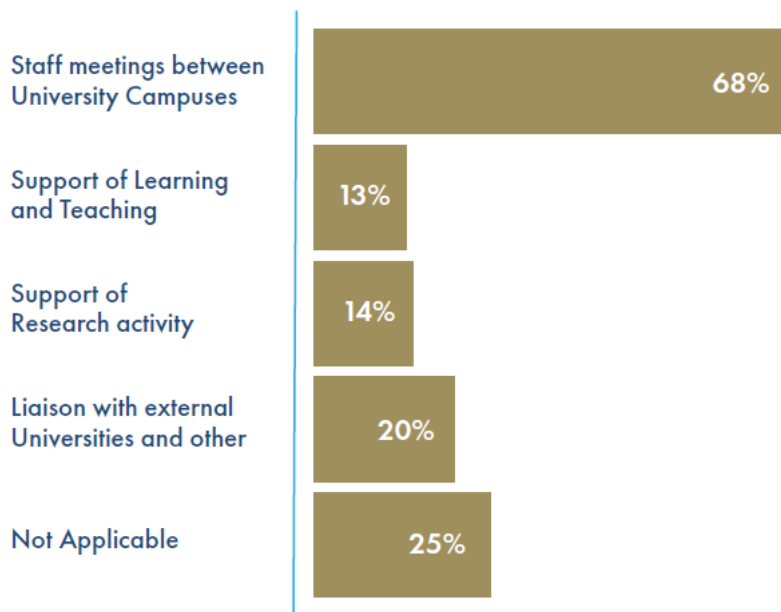
Information Services responses and recommendations	Target date
<p>Printing Service - the current multi-function printer fleet has been in operation for nearly eight years and upgrade is planned over the summer months.</p> <p>The tender award to Konica Minolta offers Ulster a better range of printing solutions and smarter services that will support SharePoint, home working and mobile devices.</p>	<p>Expected date for service provision is Semester 1 AY 2020-21</p>
<p>Quality and more colour printing - the new supplier will provide an upgrade of our entire fleet with a range of solutions from draft/basic office quality through to photographic quality and 3D printing. The tender requires the new supplier to liaise with staff and students to look at specific requirements.</p>	
<p>Instructions provided - we will be working with the new supplier to have to a range of supporting products from on-device help, printed materials and instruction/how to videos. These will be added to our web pages and ICTCS&S as well as Library colleagues trained up on device usage and support.</p> <p>There are a range of communications planned for the new service that will add more detail prior to return to campus.</p>	

VIDEO CONFERENCING SERVICE

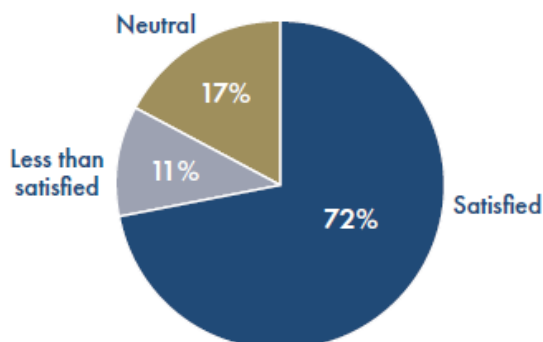
68% of colleagues responding use Video conferencing for staff meetings between University Campuses, with 72% satisfied with its operational use (increase from 56% in our previous survey). A rating of 72% applied to satisfaction for the booking system (up from 65%).

Changes to the booking system which has been simplified are noted. We have also undertaken major work to improve the operational service, attempts to increase the support at beginning of conferences has been restricted due to limited resources.

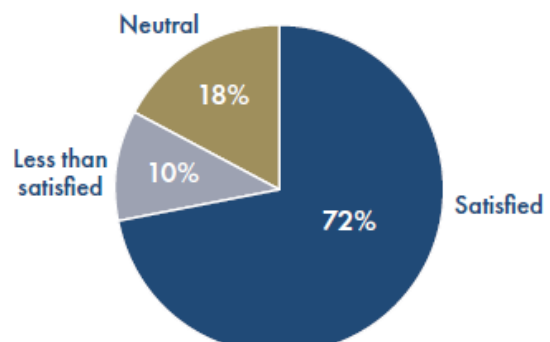
Have you used Video Conferencing for any of the following purposes?
(this question allowed selection of all that apply)



Self Service booking system for Video Conferencing



Operational use of Video Conferencing



A sample of comments for Video Conferencing service

Didn't know that video conferencing was an option and that we were allowed to book VC's.

The only downside is that it is hard to get the VC rooms

It would be better if video conferencing and room bookings were linked eg BA-02-008 has to be booked via VC and room bookings to ensure the room and facilities are reserved and not double booked.

I didn't know there was a self booking system for video conferencing, we are told to book it through admin assistants, (AGAIN. no communication!). Typically when using the services they work well, the rooms seem to be far better equipped than many teaching rooms in terms of facilities.

I had contacted staff regarding video conferencing and they were brilliant at talking me through it and making sure everything was running smoothly. the video quality was good and simple to use

Can lag between sound and video. Used this service when I was at Coleraine.

I believe video conferencing has improved since I used it, but given the issues, including interrupted connection, issues with support and testing I would not be keen to use it again

The immersive suites are great; other rooms less so. Users seem to be afraid of the cameras in other rooms and often don't zoom in so it is not a great experience. One of the rooms in a v shape around the camera is practically unusable if you sit beside another person.

fantastic service however not enough rooms available on the Belfast campus

In some VC rooms the screens are simply too small to support a decent interactive experience

I only used it once, over a year and a half ago and can't even remember how you do this. The IT dept should have a liaison with the group that manages/designs the website to promote better website design to be able to find the answers to technology questions.

Unlike booking rooms via PLANON you cannot see who has booked the VC rooms...Occasionally rooms are booked (including VC rooms) and when they are no longer needed the user does not cancel. I would often ring people up to check if they still need a particular room.

My limited use has been positive but I have not used the facilities enough to give a more detailed opinion.

Regular issues with connectivity - often resulting in meetings starting late.

The booking of the VC suites is complicated and can be confusing

immersive suite is fantastic but as it is so popular, people for the next conference often interrupt before time is up. Perhaps bookings could be made for 5-past the hour etc to allow a gap between bookings?

I have had no issue with video conferencing services.

Doesn't always work! However staff are very prompt when issues arise

It is great when it works but too often it doesn't

During employee wellbeing week CE and BE worked ok but MG and JN were not good - could not depend on service and we were running sessions and broadcasting them to other campuses, not satisfactory

The video-conferencing suites are excellent!

Inconsistent level of service - sometimes works sometimes doesn't

Lack of availability. In general, don't like the triple booking system. When hosting cross campus events, often see a room is available on Outlook, only to discover it is owned by a particular team so needs to be booked via their system. Additionally, need to check via Planon. Need a central booking system.

would like more in-room help for VC operation - sometimes not clear how to join/connect

Sometimes pixilation issues in non immersive rooms

We have used it on a few occasions however twice the video conferencing has not worked

In my experience, very little help available / help impossible to access when you need it on the day

Newer suites seem to work well. Skype seems to be unreliable and loses connections very often. At times appears we are on dark side of the moon when it comes to not too distant connections.

Not enough video conference facilities available. The last few times we have had to get tech support as connections between JN and MG haven't been working. This slows our meetings down when we lose the first 15 minutes to getting the tech up and running

I find it all too complex- preferring to now use apps like Zoom which are more reliable

Over-complicated, poor quality. I gave up using it and reverted to Skype personal account.

frequent double bookings

ICTCS&S responses and recommendations	Target date
<p>Booking system - following customer feedback the booking system was reviewed and revised at end of 2018. Comments regarding booking process refer to the current variety of platforms for different services, e.g. porters, catering, room booking and videoconferencing. Our staff would like to do all of the above on one screen and this is not possible due to Planon setup.</p>	-
<p>Support availability - video conferencing remains a standalone service. There continues to be an element of panic when staff visit the video conferencing rooms, a limited number want to take control of the remote and lead with connection. It is clear however that "hand holding" is required so like our Digital Classrooms, ICT Customer Support teams will monitor bookings and aim to be present at beginning of sessions to "guide" colleagues through connection, use of remote, volume and any other queries.</p>	Planned for on premise return

SERVICE DESK

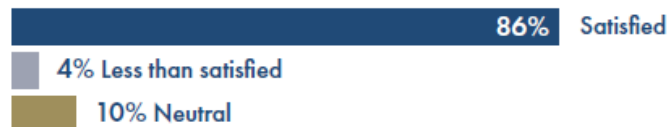
Satisfaction of our Service Desk facilities rates between 78% and 88% with the exception of our out of hours support service.

Majority have reduced since last year. Satisfaction for telephone is 86% (down by 3%) and email is 86% (down by 4%). This is expected due to resource demands, use of rota system for cover and unfocussed nature of skills for this service.

In this section, the number of respondents remained high except for Out of Hours Service (OOH). Of the 247 respondents who said they used OOH, 59% were satisfied, which is a decrease from 66%.

This section was rich in qualitative responses with some mixed reactions to support in this area, however overall satisfaction with the Service Desk remained the slightly higher than last year at 88% (86%)

Was the x66777 Service Desk number answered in a timely, courteous and professional manner?



If you sent an email to servicedesk@ulster.ac.uk, was the response timely and professional?



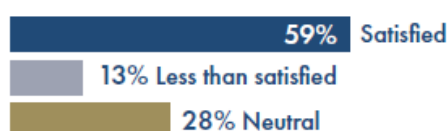
Were you kept informed of progress related to your issue?



How satisfied were you with the resolution?



How would you rate our Out-of-hours support service?



Overall, would you recommend the Service Desk to colleagues and students?



A sample of comments for any aspect of the Service Desk

The is no choice, so yes is the only answer

Slow at times

I have used IT regularly and have always found the staff know their stuff and are dedicated and extremely Professional

I have answered yes to no.17 because this is the only option. Response time can be slow and it's pot luck which member of ISD staff will be assigned. Not all are as helpful or knowledgeable as others.

It's a moot question, we have no choice but to use ISD, so there's nothing to recommend. I would note though that those who work in ISD are doing great under such high pressure. They always do their best to help and don't condescend or tech-talk. Especially appreciated when we know they are so severely under-resourced and stretched.

no complaints. any issues I've ever had they have been great! nice people

ISD customer care and professional support are the engine that keeps this University running.

I regularly put students on to ISD Service Desk with mostly satisfactory outcomes, though am not sure if NORMAN is working as the last student who tried in my presence didn't get a reply

Service desk can be hit and miss. Sometimes emails and phone calls are answered and processed almost instantaneously, other times it can be "processing" for days without an update or a quick response and closure without resolution. Out-of-hours service tried on a Saturday, unreachable by telephone and answered the query five hours after logging via email.

with some reservations as sometimes it a case of passing the buck or its not 'our responsibility'

ISD do their job well. I think that for those of us who are not tech minded, there can be a communication challenge to explain to ISD what we would like to have happen and for ISD personnel to explain how it can or cannot be achieved.

Very helpful staff who were keen to resolve problems when they arose effectively & efficiently

I regularly deal with various ISD staff over a number of support issues and have always experienced great service and communication

In the past, members of the ISD team have been profoundly rude; however, the university has a significant amount of issues to remedy and so their levels of stress are understandable, particularly as dealing with other members of staff may interrupt more urgent work.

Yes although I would prefer a Coleraine person to answer rather than someone from another campus who maybe doesn't know our set up very well.

I find the ongoing tracking of the and knowing what is being done is inadequate

I have had limited use of the service but so far so good. I would say that the system keeps one up to date almost too much. I have received quite a few emails with fairly trivial updates.

For the areas I know you support I would recommend - you need to be clearer about what services you do offer and how staff can access them - could form part of induction?

Difficulties getting hold of someone out-of-hours for support for teaching, not all issues can/should be resolved by putting on online system. Have had some very good experiences with helpful staff at times for resolving issues with regards to teaching requirements. Service Desk webpages need updated.

I think they are a great team.

Updates on call progress are necessary as are estimated timelines for resolution

Poor support on Belfast campus

It depends on who is on the service desk whether satisfied. Have rung from library and been told to speak to library staff about an issue which is NOT library on more than one occasion

This seems a strange question - what else can you do. As our desktops are locked down and we don't have a technician, we have to contact the service desk. Service desk staff are willing and capable but are limited by other constraints relating to network and resources.

They cannot cope when a major problem hits

The helpdesk does not answer calls until 09:00 but often set up issues occur before that with no help available. With flexible working the helpdesk should be manned from 08:00.

On the Belfast campus it is very difficult to get ISD support. When I log a call I am often told I am not covered by a service level agreement!!! And to contact faculty support - who are based in Jordanstown and come once a week. When I have eventually got help from Chris or Alan is very good, and they are very friendly and helpful, but getting support in the first place is a nightmare.

Our subject has no on-campus Technician support - yet we are told that 50% of income from teaching goes 'to the centre' for institutional costs. Huge overheads taken from subject income pays for an utterly inadequate support provision.

Not enough service desk staff. Queries should be resolved via remote access immediately, rather than a job logged and then it takes days or weeks to be resolved. Better to resolve yourself via google, or ask colleagues for general queries. Having said that, the staff themselves are terrific and well intentioned. Are doing their best under the circumstances. Having worked at another University, am surprised by the lack of service provided to staff.

totally satisfied and cannot recommend the ISD service desk enough - staff are professional, courteous and have a real 'can do' and how can we help attitude...keep it up!

Very patchy support - standardised and not always appropriate to requirements.

Speed of response could be improved

Yes, however, there is a significant under resourcing of this department. On some campus locations there are significant delays where a high level of dissatisfaction takes place. The answer is simple, increase the human resource of this department. This is echoed for other department such as Research where IT staff are essential for the smooth running and are crippled presently. I could not express this strong enough. We are a University and need proper people resource in this an increasing core need. I sometimes avoid contacting ISD as I am aware of the pressure people are under.

Despite being poorly advised on one occasion (causing needless upheaval) staff are usually brilliantly helpful and very patient.

I find the ISD team members to be exemplary. It is incredible that they are able to provide such a good service when they are so woefully understaffed and dealing with inadequate infrastructure. I can't speak highly enough about ISD support. They are to be commended for working in the conditions they are in.

rude, unhelpful, passing blame, unaware

Its just the stuff you have to listen to before some talks to you. I already know there is a lot of stuff available on line, don't need to hear it every time I phone. Just let me talk to someone!.

Generally the support staff seem to lack the necessary expertise as trouble shooters. The typical response is advice to contact the faculty staff so it's really pointless calling 66777

Students would like there to be an actual desk with a person

Latest experience with ISD service desk: issue of laptop connection to data projector was resolved in 7 minutes

Not responsive at times. Sometimes have to wait to get matters sorted.

v good

The response time of the service meets my expectations.

When ISD deal with my issue I'm always happy with the service but on many occasions we are told to go to our Technicians. I also manage staff in Magee and it's become increasingly difficult for them to get issues resolved as there are no Technicians on site and they've been told by ISD it's a Technician issue not ISD. I think some clarity around who is responsible for what is very much needed.

Updates on outcomes could be better, more frequent however more resource would prob be needed to do this, perhaps an audit of this could be looked at.

ICTCS&S responses and recommendations	Target date
<p>Dedicated Service Team – our new structure has a dedicated Service Desk team who will focus on first line responses to our customers. This move has been influenced by feedback from our previous staff and student surveys and brings us in line with best practice. It is planned to relaunch the Service Desk and raise awareness of this new team which is hoped will reinforce procedures and mechanisms for help.</p> <p>Call handling – will be completed by the above dedicated team instead of 15 staff on a rota basis. This change will allow us to focus on 1st level support and improvements in first level fix rates.</p> <p>Training – Customer Service, Service Desk Institute and ITILv4 training is planned for staff to improve service management procedures.</p>	Restructure Activity
<p>Out of hours' support – the proposal to remove our current 24x7x365 arrangement from January 2021 and replace with an on premise extended hours model is still in place. An options appraisal is planned which will include a number of support choices including remote working as we emerge from post COVID workstreams.</p>	Restructure Activity
<p>Service Relaunch – a relaunch of 1st level help functions is planned after restructure, this will include online and Service Desk Services.</p>	After restructure

HANDS-ON TECHNICAL SUPPORT

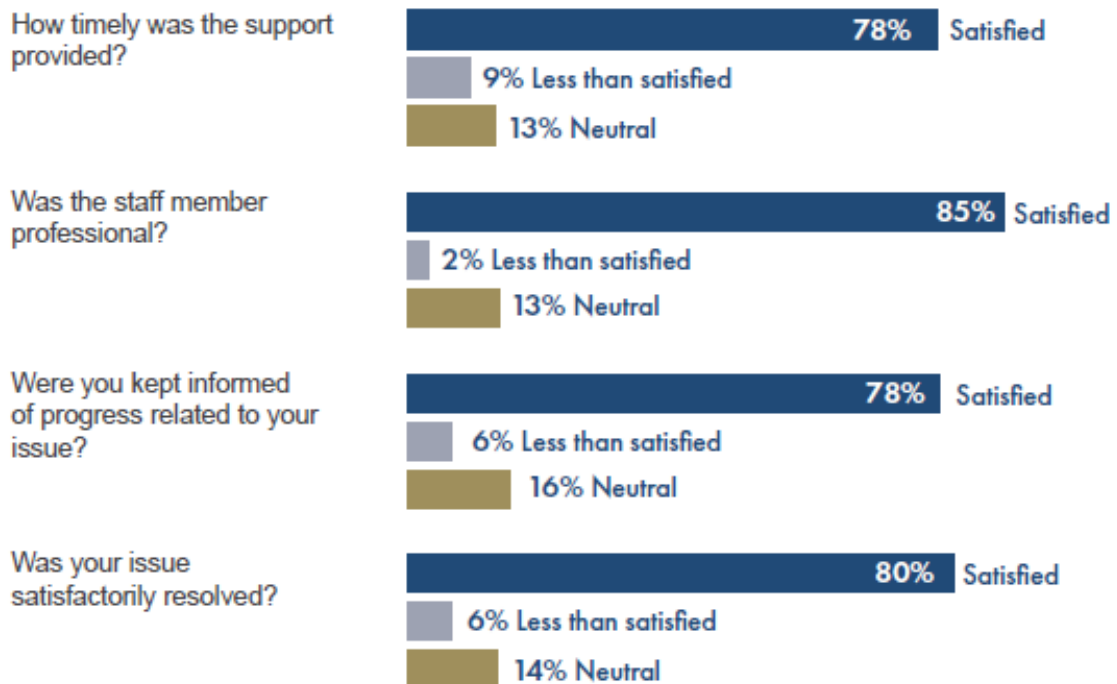
This year we wanted to know if customers were being kept informed of progress of queries, so this question was added into each support area. Satisfaction of our Hands-on Technical support stayed mostly the same as our last survey with satisfaction rates between 78% and 87% (previously ranged between 78% and 89%).

It is assumed at a time of organisational and departmental change, some support aspects could have been better. The renewed focus on distinct 1st and 2nd level teams, along with inclusion of hub and spoke faculty colleagues will bring an improvement to this area.

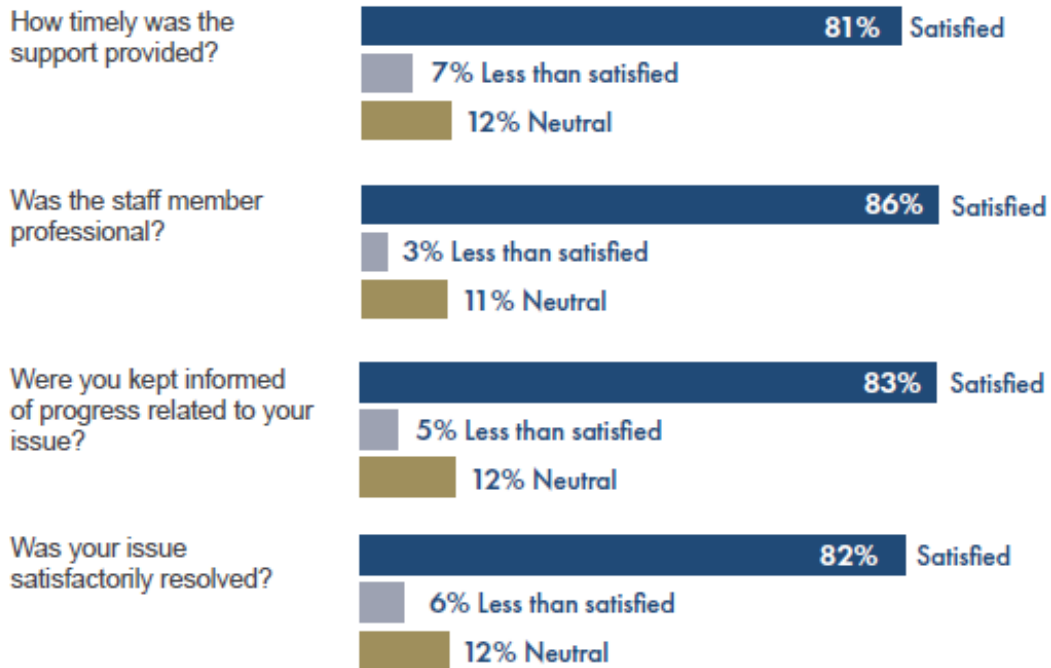
With a few exceptions, support is seen as being regarded as positive in the areas surveyed.

Please rate the following aspects of the service in your experience of contact with ICT Customer Services support staff.

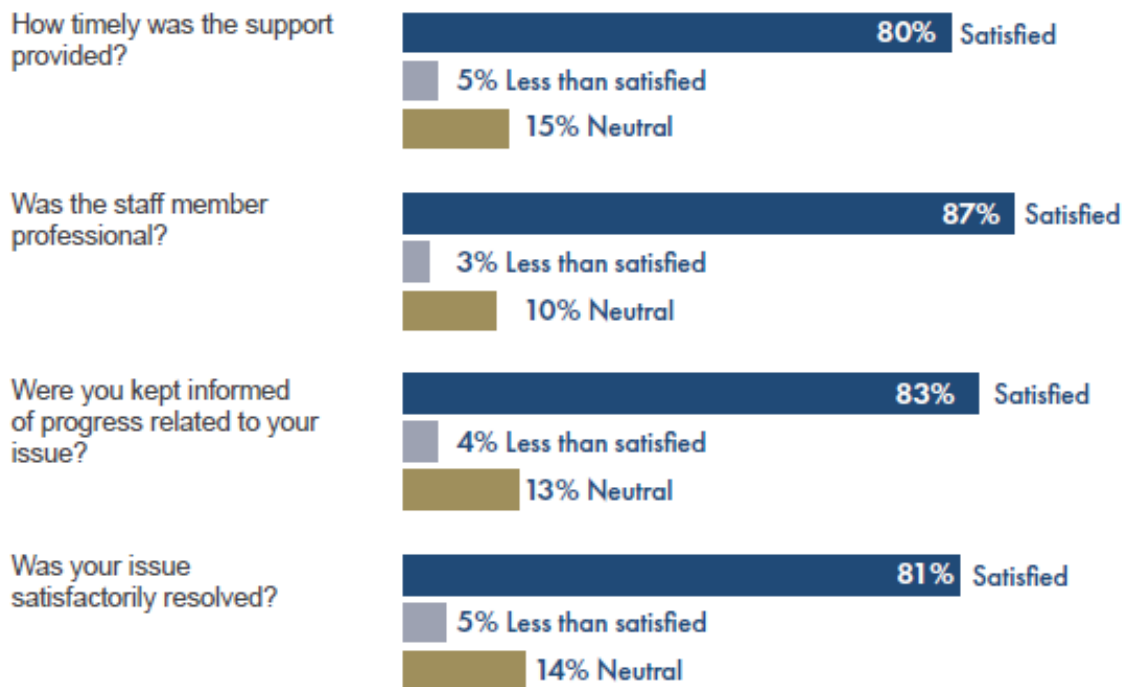
Support for Staff Desktop Services i.e. SSE and Mac Jamf Pro (formerly Casper)



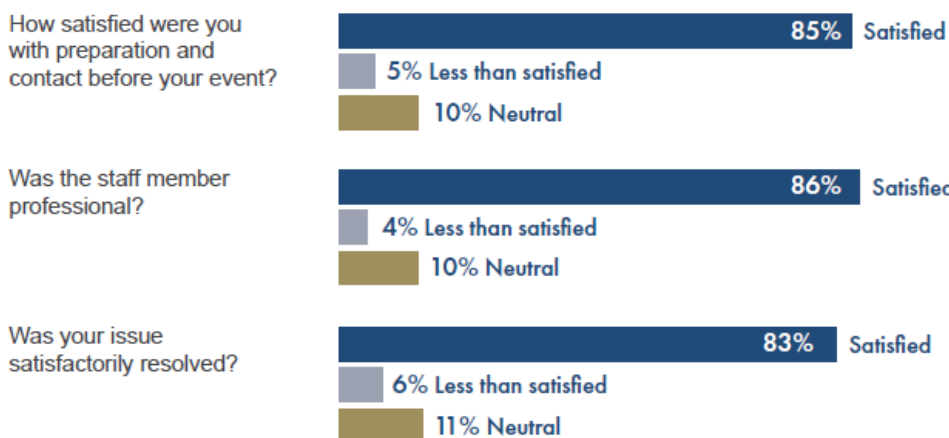
Support for Teaching and Meeting Room Spaces (e.g Audio Visual equipment)



Support for Video Conferencing



Support for Events



A sample of comments for any aspect of our Support for Events or Conferences

Run events all the time and have always come back to help solve any issues. sound, video playing and even setting up before the event.

Again depends on who is providing the help from ISD

At my last event, the display screen wasn't fit for purpose. I was lucky to find an ISD contact to help, otherwise the event would have been further delayed whilst I waited for help through the usual channels. My ISD colleague was superb and very helpful (gave up his break to help), but if I hadn't known to ask him I fear it might have had a different outcome.

Most staff members are very professional but have also had some poor experiences with one particular staff member complaining and unhelpful.

IES careers event had breakdown in use of projecting presentation - cables detached whilst speaker presenting/faulty adapter, had to use vga instead of HDMI but would not stay plugged into laptop without being held in place. Rather unprofessional as had external stakeholders presenting that day.

When we've had issues requiring support in teaching rooms, e.g. Welcome Week, ISD were unable to attend the room when asked. As such the problems weren't resolved before new students came into their induction session. We've had the same issues during meetings and to be honest always resort to our Technicians if they are available.

ICTCS&S response and recommendations	Target date
<p>Overall Support – we strive to increase our attention in this area with the following:</p> <ul style="list-style-type: none"> planned induction of faculty colleagues recruitment for vacant posts training and development. <p>Our support side of the dept is changing due to restructure plans and with recent and forthcoming recruitment, all campuses will have full complement of staff.</p> <p>The creation of dedicated 1st level will release support team from this activity allowing us to concentrate on improving all support given at 2nd level.</p>	Restructure Activity
<p>Service Relaunch – a relaunch of 2nd level help functions is planned after restructure, this will include Professional Services areas as well as Faculties</p>	After restructure

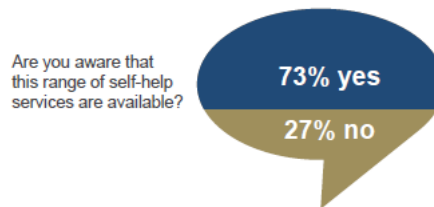
GETTING ONLINE HELP

Knowledge of self-help services seems to have stayed the same. Of the four support mechanisms listed on the survey, Self Service Portal rated highest with an 83% satisfaction (up from 79%).

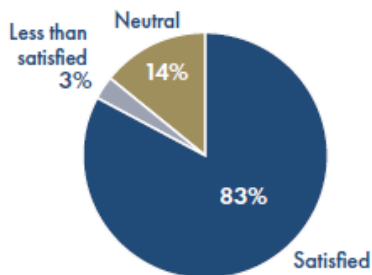
The remaining three areas namely Knowledgebase, Service Catalogue and FAQs scored 68% (previously 65%), 66% (up from 58%) and 69% (up from 61%) in that order.

Like the previous survey, a significant number of respondents selected N/A for all four areas, matching patterns for responses regarding Service Desk support. Some of our customers still have a tendency to select the traditional approach to support favouring the personal touch instead of seeking help via our online methods.

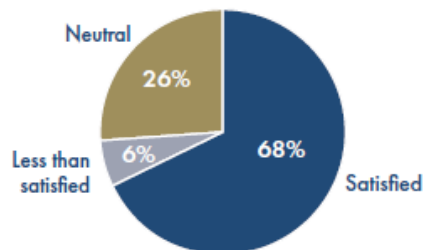
Ulster University ICT Customer Services offers self-help support for its IT services in a number of ways



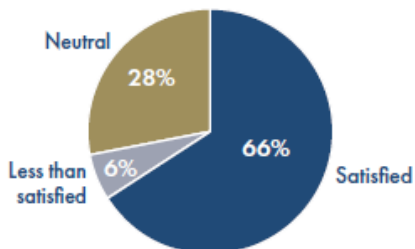
If you have used any of these methods outlined below to seek assistance, please rate their effectiveness:



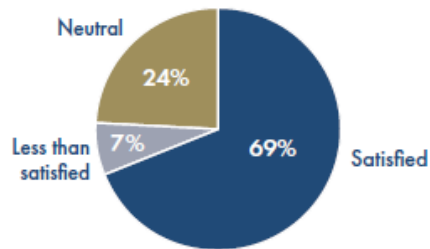
UniDesk Self-Service Portal (SSP) to self-log a support call



UniDesk SSP's Knowledge Base to seek self-help guidance



Service Catalogue on our ISD website



"Getting Help" FAQs on our ISD website

A sample of comments for our online help information

I find the online help pages a bit confusing

Logging an issue via the portal is easy to use but there's no way of knowing how busy the helpdesk is so at times I have been left wondering if my issue had actually been logged.

logging your own calls is a great idea. One suggestion though is that, if someone replies to your note, you get an email flag as I've had queries from ISD staff that I haven't known were there because I wasn't notified.

I don't have a desktop PC and haven't for 4 months, I appreciate that this is a faculty issue, but it is difficult to use service if you don't have a PC in your office

Web pages are wordy and hard to navigate so I prefer contact the help desk

F.A.Qs sometime lack enough technical detail .

it's much faster and normal to speak to someone as it is not always possible to frame an issue in line with FAQ parameters

Out of all the above I have only used the self service

To be honest, I usually go straight to email or phone. I don't like the uni desk self service thing, it's too long winded and I haven't looked at the FAQs

Due to time constraints we do not have time to trawl through a lot of information to resolve a problem that quite often is easily resolved .

If I'm teaching and the ICT doesn't work, I have no time to use self-help services. I need an IT person on site and quickly.

Website needs work

Aware of some information but not always easy to find what you need (perhaps more a web structure issue)

I have logged issues of Spam etc and these have always been dealt with quickly and efficiently.

When we need help it's needed fairly urgent because most of our meetings or queries we need to help Senior Leaders within the University and the help is needed quickly. Service Desk always respond as soon as possible.

excellent self-help resource

Useful but sometimes don't have the time to read these if trying to keep a class going!

Some of the assistance has become too wordy- people need short guides IKEA style. The landing pages have too much text. The portal for staff is useful but there is no rhyme or reason to the size, colour system, spatial location or A-Z chronology used. So information is not that easily found. For instance BBL is a main resource and is small. LinkedIn is yellow (its brand is blue) and its large, yet a secondary resource. Doctoral College is pink, yet its visual brand is a specific blue. Online mileage is on LHS while other financial areas are on the RHS. The Restaurant, RAD and Estates all large... but I am academic staff and seldom use these. The visual system needs a radical rethink as it is counter intuitive.

Lots of self-service information available which is helpful - I like to speak to real people also.

ICTCS&S response and recommendations	Target date
Continue to promote our overall support mechanisms via social media and other methods.	Ongoing Activity
Content review – a review of content has commenced by our ISD Service Desk Officer, a new post in our restructure. This colleague will also replicate work on our website for consistency.	AY 2020-21
Service Relaunch – a relaunch of 1 st level help functions is planned after restructure, this will include online and Service Desk Services.	After restructure

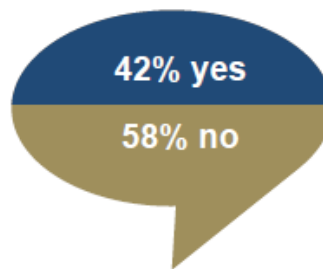
ISD TWITTER

Despite comments from staff advising they were not aware of us or had no interest in social media platforms, we have had an increase of 8% of staff now aware of our Twitter presence.

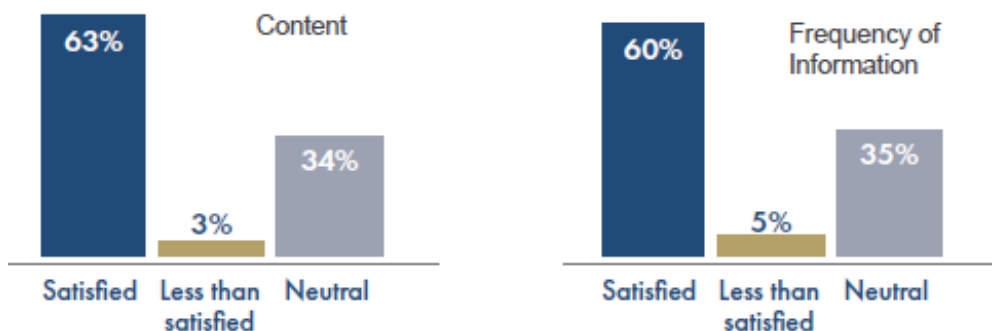
As you would expect a number of respondents selected N/A regarding our content and frequency of information, but satisfaction rates remained similar to last year.

Are you aware of our Twitter account?

Are you aware of our Twitter account?



If yes, please rate your level of satisfaction with the following:



A sample of comments for our Twitter

Aware of it but don't follow

Wasn't aware (again, no communication!)

I don't have twitter but I am aware of ISD having one. during the time of the computer connections across the university being down (over a year ago). I was keeping an eye on the twitter page to hear of any updates.

why not have a link to twitter with recent tweets on the helpdesk page?

Service status does not seem to be kept up to date

I follow the University's twitter account and the internal school account but was not aware ISD had one.

a more prominent tile on the Portal would be useful to provide a single go-to place for alerts and updates

I didn't know about the Twitter account but I'm now following it.

Twitter handler name should maybe be changed - UlsterUnilInfoServ or something more relatable.. ISD then in Bio?

Don't use twitter but am aware

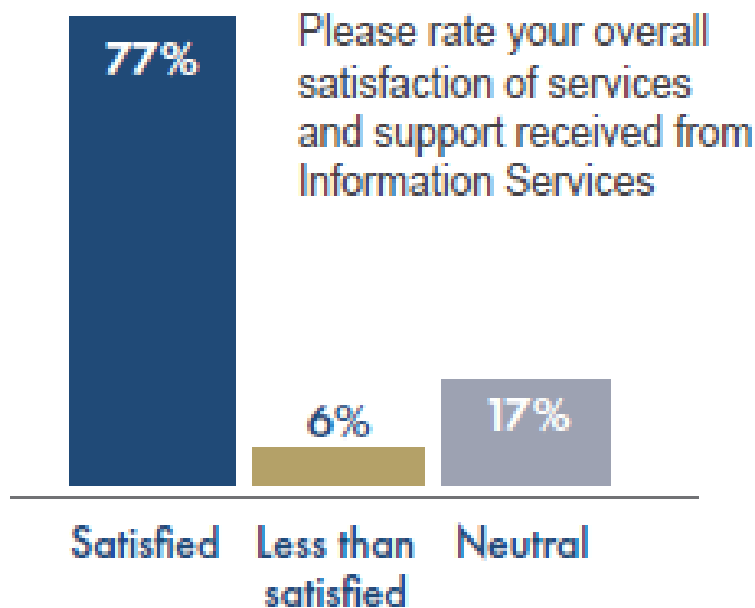
While I am aware of - and follow - the ISD Twitter account, I do not notice the posts and therefore unable to comment on 'content' and 'frequency of information'.

Very good, very useful.

Information is often out of date

ICTCS&S response	Target date
<p>It is evident that a significant number of staff do not use Twitter, but of those that do, they are largely satisfied with the service.</p> <p>The rationale behind its use remains for news and alerts, this lends itself to the “information push” nature of tweets, which is also the social media platform of choice for areas such as the Library.</p> <p>We will continue to promote our Twitter channel and have noted a steady increase in followers since launch, particularly at the start of the academic year during Welcome Week and inductions.</p> <p>Managers and Officers in ICTCS&S are encouraged to think about Tweets as part of operational and project activities.</p> <p>Its use is to be reinforced via our Directorate forum as it is a departmental Twitter account and not one used just for ICTCS&S alerts.</p>	<p>Ongoing Activity</p>

A new section this year was added to obtain an overall satisfaction rating of services and support received from Information Services, no comparative satisfaction rating is available.



Further general comments regarding our services

The staff seem overworked and I am always hesitant to ask for help. I am unsure as to whether to contact ISD or our faculty computer staff

More visibility and information on how technology can support my role

When you get an email from the service desk saying they have received your call, it is not obvious what it is about. If you have several calls in, it can take time to figure out which email is for which request.

Ensuring all ISD help desk staff are trained to the same level would be helpful. Some of the team are very approachable and helpful, while others aren't so getting some consistency would improve the service dramatically.

None of note. It is good that staff are now able to access user PCs remotely to upload new software etc.

I would note that although a lot of my answers are negative, they are in regards to the infrastructure as a whole not the individual staff in ISD. In fact, those who work in ISD in JN are doing great under such high pressure. They always do their best to help and don't condescend (or laugh at our lack of knowledge!) or tech-talk. This is especially appreciated when we know they are so severely under-resourced and over-stretched.

Throughout this survey you have continually asked about how this service and that service was, which is all well and good, but constantly throughout I have highlighted that this has never been communicated to staff. We constantly get spam-like emails sent through official channels asking to do survey's notifying us about different events being run, would it really be that hard to put out a couple of emails a year that tell us about all these IT services (would be particularly useful for new staff).

The pcs are in need of a general overhaul and a deep clean. Take more ownership of the issues raised and less - that not our responsibility'

I really can't complain. I've dealt with the ISD staff on every campus and have always enjoyed great service.

Thanks for all the hard work!

Sometimes I am reluctant to report problems as I perceive that the support team are under so much pressure.

Coordinate with whoever handles website design to ensure that the portal carries easier navigation to IT related issues.

More one-on-one help because whenever I've dealt with actual people, I'm quite happy with the IT services, it's navigating the online information that is difficult.

Great service from ISD support staff who came out on a call, were helpful, friendly and clear

While online information is appropriate to Information Services and helpful, the best thing about your service is the people. Unflappable and unfailingly helpful, they are an asset to the University.

The Banner 9 upgrade seemed to be handled poorly. 2 weeks downtime for a 'new look' during term time was less than ideal. No doubt the downtime was largely due to back-end data migration, however the result is a platform which displays your name wrong, is slower to navigate, and has a bunch of broken links (Sorry, This page is not available.). The working links redirect to the old Banner 8 interface or existing web pages, while other services like Student Lists remain unchanged. Little benefit perceived amongst many staff. Perhaps there is more to come?

I wasn't aware of some of the services provided by the Service Desk, I think it would be good if staff was more informed about the services provided by the Service Desk via e-mails or posters around campus.

More Mac support.

Great staff, usually have the answer and they work hard but not enough of them and none on B campus. Always seems something else is higher priority. - more important than support to academics and core business I delivery of teaching.

More information and training for new members of staff on Information Services

A mobile App would be convenient instead of accessing the website when off campus.

Banner system upgrade has prevented some potential postgraduate students from submitting an application form.

I have just started in UU 15 months ago. All staff have been extremely helpful since I started and as I navigated my way through all the different functions which fall within ISD.

Systems and processes are all easy to follow too - sometimes I just need to make a telephone call just for reassurance! A really good service.

Team members are generally very capable and courteous but its' clear it is understaffed and morale is low

Video conferencing is very hit and miss and it can take a while to get support when there is an issue. The helpdesk is only available from 09:00 when a lot of log on issues occur before then. Often there is no access to self service portal if there are pc issues! The staff in general are great with one or two notable exceptions. Video conference set up is complicated. Accessing applications like Planon and having to input secondary logon details is a pain, as is having to enter all details to then be told there are no rooms available. Having said that, things have greatly improved on what went before and I am always grateful for your help when needed. Thank you.

Provide some clarity on whether support is still available within the library.

Thank you very much

Support providers have no access to ICT on campus. Our staff number does not let us access the internet We cannot use ICT equipment to assist students with their work. We rely on students to log on, this can leave us looking unprofessional and not seen as staff.

I feel the support for IT is poor within the Library. Overall as staff we attempt to provide an excellent service to our users. We answer a really diverse range of queries at all times as best we can. I think we fall short with technology. There probably needs to be ongoing personal IT support within the Library to help users with their varying queries - this would give great support and reassurance to Library staff who always do their best but are often left frustrated because they cannot give further help with a very specific tech query eg. laptops, software functionality etc, which is beyond their remit. The Library is the main hub of study for users, particularly around times of hand in for assignments. These can be really stressful times for users and we as staff do our utmost to ease this, however, when basic technology does not work properly it actually adds to this stress for everyone.

There should be a walk-to desk. Nobody wants to get through lots of hoops to get help. Classrooms should be properly prepared for the new semester. It is especially important that the sound function works in rooms.

The service support desk could be more helpful. I am often told I am not eligible for support as I am Faculty. I am not faculty - I work on a project and the School support is based on another campus. While the staff in Belfast are very good, getting access to them is very difficult. Often after having being told to contact faculty technician they are unable to help and refer me back to the central services to resolve. Issues often take more than a week. I think ;the Belfast campus needs to be treated equally and also Mac users should not be seen as a problem.

Service desk should take all calls and then they issue them to the appropriate person to deal with.

Provide properly staffed and resourced IT services and stop charging extortionate amounts for the facade of a service that's in place. Stop paying senior managers huge amounts for 'managing' this context so badly.

more interactive training sessions relating to services offered outside of the teaching semesters.

Increase staffing.
Involve a designer in the redesign of the portal visual layout.

There should not be any portable projectors in classrooms, all classroom should have permanent projectors and speakers.

Thanks very much for all of your support

Still quite hard to engage with the ISD systems when you are new to the university. Too much is left to academics in the schools, who are often clueless. Would be good if ISD had a more proactive role in acclimatising new staff in the Ulster University to the online ecosystem. Even if this is simply to point to existing online support. It is not obvious to new starts where this type of support is to be found.

Better instructions in rooms

Colleagues in ISD/Reprographics are excellent.
Keep doing what you are doing - your help and support is greatly valued and appreciated by us less tech savvy workers.

Quicker response to service desk issues

I think we need technicians attached to each school on each campus — rather than centralising everything

Good range of service provision. Approachable staff and focused solutions to issues and problems addressed.

The staff in ISD are very friendly and helpful, though they often seem to be strapped for resources and time.

Belfast is supported from Jordanstown and service very slow,

Just get rid of the rubbish we have to listen to before someone answers the phone.

it would be really nice to have a visible presence. any students have asked where the service desk is

Staff need training in aspects of IT rather than read page after page of instructions!

I particularly found the out-of-hours support very good, professional and efficient.

I am confused about the roll out of Office 365 and the use of One Drive. I can't access my old shared folder on other campuses unless I move it to SharePoint. I think further communication and training around the benefits of Office 365 would be helpful.

General Plans and Recommendations

A number of tasks are planned over the coming academic year which will have an impact on all areas surveyed.

Our new structure provides improvements by having a dedicated Service Desk team allowing our 1st line support to be dramatically enhanced. This change will in turn provide our 2nd level team with more flexibility to improve our services and support provided to Customers at hands on support level.

In order to welcome and provide a positive integration of Faculty staff, we plan a focussed induction for them when moving to ICTCS&S. This includes:

- Workshops at each campus with team building locally and across campuses
- Knowledge transfer
- Buddying system
- Training and Development in our business processes
- Audit of faculty work to bring in line with ISD processes

Relaunch of ICTCS&S when new structure in place. It is planned to collaborate with PR and Comms to reinforce our support and services paying particular attention to changes made in the following areas:

- Service Desk Dedicated team
- 2nd level support including extended hours
- Online help
- Reviewed website
- Customer Relationship Managers (CRMs)

Focus on communication, visibility and website. This focus will be prioritised by use of Customer Relationship Managers.

These new roles will work with our Professional Services areas and Faculties to maintain an ongoing level of engagement with key stakeholders. They will build trust with customers and protect our dept by maintaining a positive image. A two way process, we do not want the roles to replace the Service Desk, but to work alongside our customers to:

- Understand key needs
- Meet to keep updated regarding our services and functions
- Resolve any customer complaints quickly and efficiently
- Promote our services

CRMs will work directly with other frontline service providers, in particular Library and Campus Life who operate frontline support platforms.

Joint inductions are planned with People and Culture for all groups of staff with a dedicated IT slot scheduled. This will inform new staff on joining University and catch them quickly to advise of our services and support.

Discuss accommodation for dedicated Service Desk area on Campuses with Estates/Library/Campus Life which will be manned during working hours and into an extended working arrangement pending options appraisal.